

# Department of Agriculture, Trade and Consumer Protection

## Agency Performance Dashboard

Q3 FY2018

### Goal Met Key

✓ goal met, ✗ goal not met, ⌚ goal in progress. As determined by comparison of current data and target.

### Trend Key

↑ trending in favorable direction, ↔ trend is holding, ↓ trending in unfavorable direction.

## Economic Development

Increase/maintain number of targeted meetings with business and industry

### Metric Definition

Number of roundtables and workshops with businesses to consult, educate, and get feedback on regulations.

Goal Met	Current	Previous	Target	Trend
✓	378	242	100	↑

**Reporting Cycle:** Quarterly (January 1 - March 31, 2018)

**Additional Details:** DATCP provides workshops and consulting services for businesses. We also regularly meet with stakeholders to provide the knowledge they need to comply voluntarily with regulations.

Increased export sales as a result of the Wisconsin International Trade Team services

### Metric Definition

The trade team at the Wisconsin International Agribusiness Center consults with businesses to increase export sales.

Goal Met	Current	Previous	Target	Trend
✓	\$6.37 million	\$11.83 million	\$5 million	↓

**Reporting Cycle:** Quarterly (January 1 - March 31, 2018)

**Additional Details:** The target is based on an annual target of \$20 million or \$5 million per quarter. Wisconsin ranked 12th in the nation for value of agricultural exports (2015). DATCP provides a wide range of services to companies that export agricultural products, including consulting services and leading trade mission trips.

Maintain turnaround time on issuance of certificates required for export of plants and plant products

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**Metric Definition**

Percentage of export certificates issued within 24 hours of receipt from client.

Goal Met	Current	Previous	Target	Trend
✓	98%	98%	90%	↔

**Reporting Cycle:** Quarterly (January 1 - March 31, 2018)

**Additional Details:** When Wisconsin plants and plant products are shipped to another state or country, the destination location may require that the plants or plant products be inspected and certified that they are free of insects or diseases. Certificates are required for products like Christmas trees, landscape trees, shrubs, nursery stock, seed, grain, grain products, lumber, veneer, tissue culture plantlets, potatoes and seed potatoes. The agency has 10 days by rule to issue the certificates.

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Increase percentage of animal health inspections performed on time

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**Metric Definition**

Percentage of animal health inspections meeting program standards for inspection intervals.

Goal Met	Current	Previous	Target	Trend
✓	89%	85%	80%	↑

**Reporting Cycle:** Quarterly (January 1 - March 31, 2018)

**Additional Details:** DATCP monitors for animal diseases that have the potential to spread to humans, that may spread from farm-to-farm, and that cause other states and nations to close trade doors to our livestock and animal products. Numbers will vary by quarter due to seasonal nature of inspections.

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Increase percentage of fertilizer quality surveillance samples that meet label guarantees

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**Metric Definition**

Percentage of fertilizer quality surveillance samples that meet label guarantees.

Goal Met	Current	Previous	Target	Trend
✓	95%	90%	85%	↑

**Reporting Cycle:** Annual (state fiscal year July 1, 2016 - June 30, 2017)

**Additional Details:** DATCP's Fertilizer Program assures consumers and manufacturers that fertilizers meet label guarantees, and that performance claims are substantiated. We do this through facility inspections, product surveillance sampling and comprehensive labeling requirements.

## Efficient and Effective Services

Improved response time to consumers

### Metric Definition

Average time from the filing of a consumer complaint to communication of initial agency action.

Goal Met	Current	Previous	Target	Trend
✓	1.85 days	2.2 days	14 days	↑

**Reporting Cycle:** Quarterly (January 1 - March 31, 2018)

**Additional Details:** Consumer Protection receives around 10,000 complaints from Wisconsin consumers every year. This metric measures the time from complaint receipt to initial agency action (referral to another agency, business contacted on the consumer's behalf, investigation opened, etc.). Complaints received electronically are acknowledged upon receipt.

Decrease number of Consumer Protection hotline calls that go to voicemail

### Metric Definition

Percentage of Consumer Protection calls that go to voicemail.

Goal Met	Current	Previous	Target	Trend
✗	6.6%	6.6%	5%	↔

**Reporting Cycle:** Quarterly (January 1 - March 31, 2018)

**Additional Details:** Hotline features allow consumers to request publications or a complaint form, speak with a staff person, or leave a voicemail. This represents the percentage of callers who want to speak with a staff person and have to leave a voicemail, requiring a call back from DATCP.

More efficient weights and measures/fuel quality inspections

### Metric Definition

Average time to complete a weights and measures/fuel quality inspection.

Goal Met	Current	Previous	Target	Trend
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1.41 hours

1.36 hours

1.5 hours



**Reporting Cycle:** Quarterly (January 1 - March 31, 2018)

**Additional Details:** Inspectors check price scanners, scales, gas pumps, and other devices used in commerce to ensure a fair marketplace. Inspectors also check fuel quality and the integrity of the tank system. More information on weights and measures and fuel inspections.

## Customer/Taxpayer Satisfaction

Clean Sweep collections

### Metric Definition

Maintain collections of unused prescription drugs, household hazardous waste, and agricultural chemicals through the Clean Sweep Program.

Goal Met	Current	Previous	Target	Trend
✓	2.32 million pounds (2016)	2.37 million pounds (2015)	2.2 million pounds	↓

**Reporting Cycle:** Annual (January 1, 2015 - December 31, 2016)

**Additional Details:** The Clean Sweep Program assists communities in improving and sustaining public health, the environment, and animal safety by reducing risk of exposure to hazardous chemicals, pesticides, and unwanted prescription drugs in homes, on farms and at businesses. The program provides financial assistance to Wisconsin counties, regional planning commissions, cities, villages, and other municipalities to collect unwanted pesticides, household hazardous wastes, and unwanted prescription drugs such as controlled substances, analgesics, anti-inflammatory drugs, antibiotics, gastrointestinal drugs, and antihistamines. DATCP's program goal is to increase collections on average across all Clean Sweep waste categories.

## Open and Transparent Government

Total number of public records requests received

### Metric Definition

Total number of public records requests received within the reporting period.

Current	Previous	Trend
241	182	↑

**Reporting Cycle:** Quarterly (January 1 - March 31, 2018)

**Additional Details:** Executive Order #235 requires agencies to post public records metrics. Requests may be received verbally or in writing and are logged by the agency when received. This is the first quarter reporting this metric. Previous and trend will not be available until the next reporting cycle.

Total number of public records requests completed

**Metric Definition**

Total number of public records requests completed within the reporting period.

Current	Previous	Trend
157	158	↓

**Reporting Cycle:** Quarterly (January 1 - March 31, 2018)

**Additional Details:** Executive Order #235 requires agencies to post public records metrics. Completed or closed means no further action is required by the agency. Requests completed during this reporting cycle may have been initiated during a previous quarter. This is the first quarter reporting this metric. Previous and trend will not be available until the next reporting cycle.

Average time taken to fulfill public records requests

**Metric Definition**

Total time taken (in business days) to fulfill public records requests divided by the total number of public records requests completed in this reporting cycle.

Goal Met	Current	Previous	Target	Trend
✓	7.7 business days	9.5 business days	10 business days	↑

**Reporting Cycle:** Quarterly (January 1 - March 31, 2018)

**Additional Details:** Executive Order #235 requires agencies to post public records metrics. This metric includes requests fulfilled this quarter although the requests may have been initiated in a previous quarter. Weekends, legal holidays, time spent waiting due to an open investigation or assessment, time spent waiting for payment of invoices, and time spent waiting for clarification from requestor are not counted in total business days. Requests received and fulfilled within one business day are calculated as zero days. Fulfilled means no further action is required by the agency. This is the first quarter reporting this metric. Previous and trend will not be available until the next reporting cycle.

Percentage of public records requests acknowledged within one business day

**Metric Definition**

Percentage of public records requests sent to the agency's primary public requests inbox and acknowledged by the next business day (received from 12am CST, July 1, 2017 through 11:59pm September 30, 2017).

Goal Met	Current	Previous	Target	Trend
✗	95.55%	95.05%	100%	↑

**Reporting Cycle:** Quarterly (January 1 - March 31, 2018)

**Additional Details:** This does not include requests sent via channels other than the primary public requests inbox. Acknowledged is defined as a response sent back to requestor by the next business day. Business days do not include weekends or legal holidays. This is the first quarter reporting this metric. Previous and trend will not be available until the next reporting cycle.

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Percentage of current employees completing public records training

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**Metric Definition**

Percentage of current employees that completed public records training by March 1 of each calendar year.

Goal Met	Current	Previous	Target	Trend
✗	97.54%	100%	100%	↓

**Reporting Cycle:** Annual (March 1, 2016 - February 28, 2017)

**Additional Details:** Public records training is available to state employees via our enterprise learning management system. All state employees (permanent, project, and limited term) are required to complete this training. This metric is measured annually on March 1 for employees that started before February 1. Data does not include employees who completed the training, but left employment before the end of the reporting cycle. This is the first reporting cycle. Previous and trend will not be available until the next reporting cycle.

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Percentage of new employees completing public records training

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**Metric Definition**

Percentage of new employees that completed public records training by March 1 of each calendar year.

Goal Met	Current	Previous	Target	Trend
✗	93.33%	100%	100%	↓

**Reporting Cycle:** Quarterly (January 1 - March 31, 2018)

**Additional Details:**Public records training is available to state employees via our enterprise learning management system. All new state employees (permanent, project, and limited term) are required to complete the training within 30 calendar days of their start date. This is the first quarter reporting this metric. Previous and trend will not be available until the next reporting cycle.

Percentage of exiting employees that received notice of public records retention obligations

**Metric Definition**

Percentage of exiting employees that received notice of public records retention obligations on or before last day of employment.

Goal Met	Current	Previous	Target	Trend
✖	97%	88%	100%	↑

**Reporting Cycle:** Quarterly (January 1 - March 31, 2018)

**Additional Details:** It is required that all exiting employees receive notice of public records retention obligations on or before last day of employment. This is the first quarter reporting this metric. Previous and trend will not be available until the next reporting cycle.